VSys Voices:

The Volunteer Satisfaction Index

Presenters

Dana Litwin, CVA, is a globally recognized strategic advisor, speaker, and advocate for civic service. Since 2002 she has guided organizations nationwide to produce breakthrough volunteer and community engagement programs. Dana is the creator of the YouTube channel "Priceless Advice for Leaders of Volunteers", served as President of the Association of Leaders in Volunteer Engagement (AL!VE), and is a founder and facilitator of the National Alliance for Volunteer Engagement.

Roseanna Galindo, CAVS, with 30+ years in volunteer leadership, established Periscope BPA to bolster data communication among business professionals. Formerly a Director of Volunteer Services, her influence in volunteer engagement is far reaching. Hailing from CSU, Chico, her work on the Volunteer Satisfaction Index, "VSI," has garnered international recognition, illuminating the intricacies of the volunteer experience. An advocate for data literacy, Roseanna guides leaders in the essentials of data storytelling. Her blog, "Periscope Insighter" on PeriscopeBPA, intersects communication and data, solidifying her role as a champion for data literacy, the human experience in healthcare, and volunteer leaders everywhere.
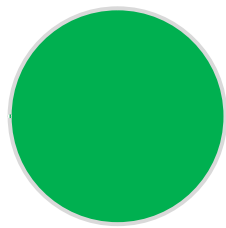
Objectives for today's webinar

- Explore the evolution and fundamentals of the Volunteer Satisfaction Index.

- Apply the actionable insights from VSI data to enhance your business operations.

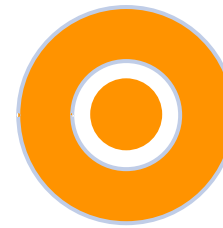- Identify resources to delve deeper into the Volunteer Satisfaction Index.
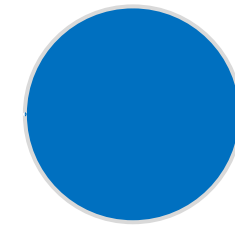
Target audience for today's webinar

SKILL LEVEL

Minimal Knowledge
Looking for some basic information, key principles and "how-to's" on the subject.

Working Knowledge
Integrated practices and moving beyond basic concepts. Looking for breadth and depth on a topic

Authoritative Knowledge
Looking for advanced knowledge, integration and concepts that are innovative and cutting edge.

Measuring the Volunteer Experience

Paid vs Unpaid Work Contexts

- Volition

- Orientation

- Reward Value
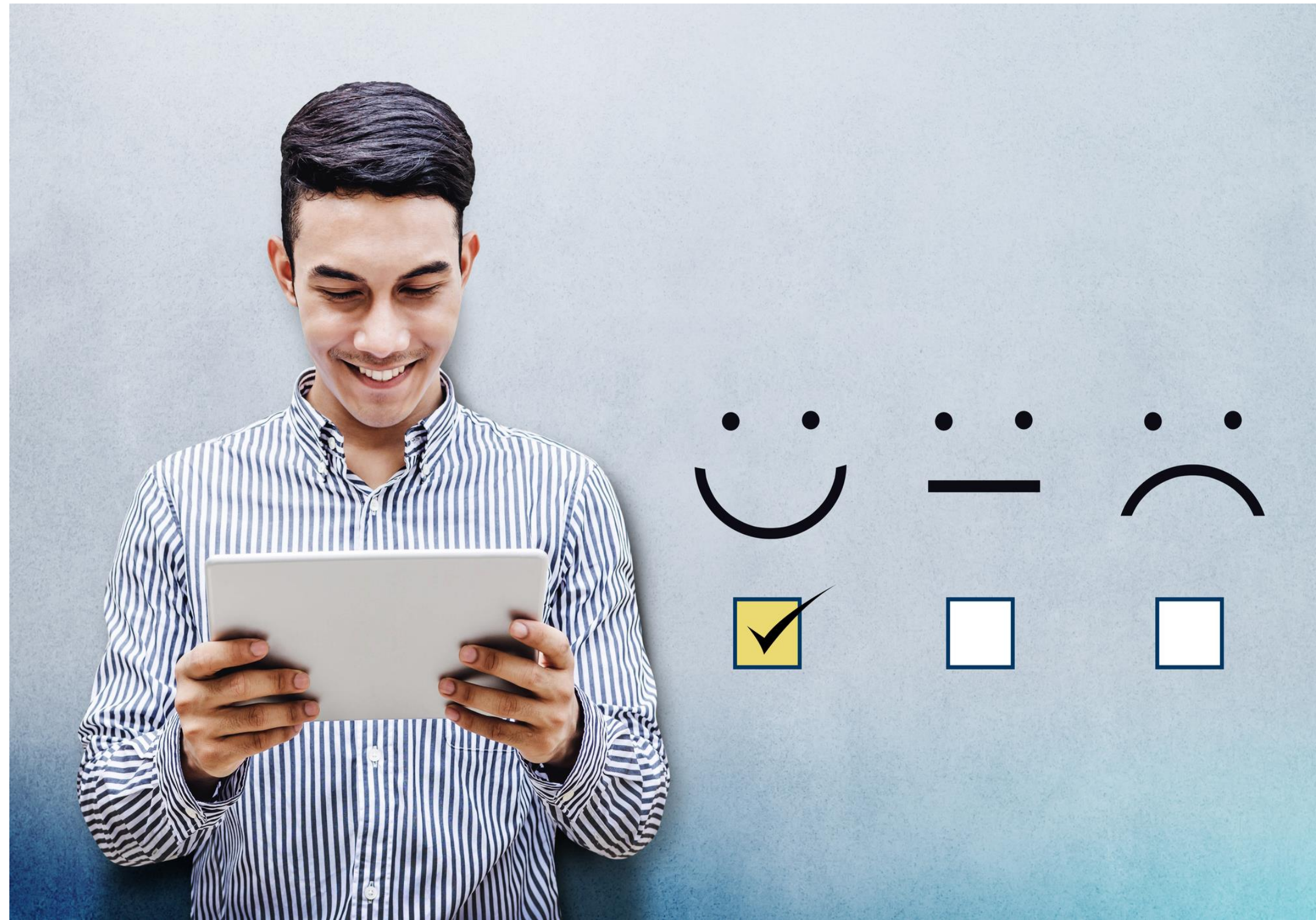
Volunteer Satisfaction Index (VSI)

Survey Design

- Reliability and validity established

- Global validity / cultural contexts

- Nonprofit sectors

- Academic research

Dimensions of Volunteer Satisfaction

- Organizational Support

- Group Integration

- Participation Efficacy

- Empowerment

Program Development

VSI Application in Program Development

- Infrastructure

- Recruitment

- External Communication

- Onboarding Process

Program Operations

VSI Application in Operations

- Pulse checks

- Needs assessments

- Annual benchmarking

- Potential dis-satisfiers

Volunteer Impact Storytelling

VSI Application in Volunteer Impact Storytelling

- Correlation to C-Suite metrics
  - NPS
  - KPI's
- Link to outcomes
- Create a data story; beginning to end

Volunteer Satisfaction Index (VSI)

Data Collection

The Volunteer Satisfaction Index (VSI)

- Available from www.periscopebpa.com

- Subscribe for VSI updates

- Learn more by watching

  Dana Litwin's Priceless Advice

  webinar from 8/29/2023

Open Discussion & Questions

Thank you for joining us!